

Response to Queries for Biometric PAN Project

S.No.	EOI Document Reference(s) / page)	Content of EOI requiring Clarification	Points of Clarification required	Response
1	Page 3 and General	General clarification	We understand that the basic objective of the engagement is to ensure uniqueness of PAN holders. In the view of DIT, does it plan to use biometrics only at the point of application? Are there other uses or transactions where biometric matching needs to be put to use? Can the bidder suggest further uses?	The envisaged usage is mentioned in EOI document. Bidder can suggest further uses based on their strategy
2	Clause 1/ Page 3	Tender methodology	What is the planned time frame for finalization of SP?	ITD intends to finalize the SP in next 10-12 months after completing the Tendering process as per clause 'Tender Methodology' under 'Details of Tender' section.
3	Clause 1/ Page 3	Tender methodology	We would like to have visibility of commercial terms that will be enclosed in RFP for internal legal scrutiny. If these are not considerable suitable one may need to take call at this stage itself.	Commercial terms would be provided as part of RFP.
4	Clause 2/ Page 3	Invitation for Expression of Interest	Would I Tax Dept. be selecting more than one service provider at final stage for execution to ensure some competition and backup in PAN services?	ITD intends to select only one SP to carryout end-to-end PAN issuance operations.
5	Page 5	The process also envisages conducting a Proof of Concept(POC) to demonstrate the performance of the Solution and Pilot for a defined period of time	What would be the time frame for POC? When it would start?	POC would be part of technical evaluation process of RFP.POC would start approx 4-6 months after receipt of the EOI response
6	Clause 1/ Page 5	Tender Methodology/ Pilot Study	Can we have some details of pilot planned – duration, geog coverage, load, processes to be piloted? Who will bear the cost ?	The details of pilot would be provided as part of RFP. Pilot will be of 6 months duration and cost has to be borne by the selected service provider
7	pg 5 clause 2		As we are at the EOI stage only and partnerships amongst vendors have not been finalized we would hence request that EMD clause may kindly be relaxed at this stage.	Condition remains unchanged
8	General		Should Consortium Partner be an Indian Company?	The pre-qualification criteria of SP and BSP are mentioned in EOI document. 3rd consortium member (other than SP / BSP) need not be an Indian company.
9	General		Can Draft MoU be diluted?	Condition remains unchanged
10			For such a huge and complex opportunity the upper limit for consortium partners should be five instead of current three.	Condition remains unchanged
11	Page 5	In case of consortium, each consortium member should furnish an authority letter in favour of the prime bidder, authorizing to submit and sign the EOI response	Should EOI be signed by Prime bidder or should be signed by all consortium members?	Pl. refer section 'Consortium approach' clause 3(iii) on page 5 of EOI document

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12	Page 6 of 25 / Point 3.V	The combination of consortium members, if short listed after EOI stage can not be changed at RFP stage	<p>a) There is no Biometric Service Provider in India to deliver such services. This EOI is to seek various solutions from eligible bidder. However while ITD preparing the RFP; there will be detailed specifications of every solution component which is derived from all EOI Bidder. We request to allow the consortium partner to change during the RFP stage. This will provide the best solution and commercial by enough competition.</p> <p>b) Is this project a BOOT (Built –own-operate-transfer) model or BOO model? If it is a BOOT model, do you want us to transfer POS Infra, manpower, DC Infrastructure etc to ITD after 5 years of contract period?</p>	<p>a) Consortium partners cannot be changed at RFP stage.</p> <p>b) Regarding BOO/BOOT model, the bidder can suggest their preference with reasons and it will be finalized at RFP stage</p>
13	pg 6 cl v		Consortiums are allowed in the EOI and as per the terms of the EOI consortium partner cannot be changed by the lead bidder and also lead bidder is restricted to one consortium only. This condition is not applicable to the biometric solution provider. Our request is that this condition should be applicable to the biometric vendors as well.	Condition remains unchanged
14	Page 6, Section 3.7		Are you looking for any specific format for Unconditional acceptance of full responsibility from prime Bidder?	The condition is to apprise all bidders that unconditional acceptance of full responsibility should be provided by the prime bidder in the ITD provided format at RFP stage. There is no specific format for unconditional acceptance of full responsibility but it should serve the intent of clause.
15	pg 6		As per the RFP the front bidder needs to have a revenue of greater than 100 Cr from IT/ITES services in last 2 yrs. This needs to be relaxed to allow a Telecom service providers as well.	Condition remains unchanged
16	6 of 25	Pre-Qualification Criteria: Point no iii The Bidder (Prime Bidder in case of a consortium) should have a annual turnover of Rs 750 crores and net worth of Rs. 50 Crore in last financial year. The bidder should submit duly certified statement from their appointed statutory auditor	Considering the fact that we are doing only PAN related activities, it is impossible to meet the criteria of Rs.750 crores turnover. We would therefore request that this criteria be reduced to Rs.50 crores with corresponding decrease in the other financial criteria.	Condition remains unchanged

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17	Pre-Qualification Criteria - Section point (iv) of section 4, Page 6 of 25	The bidder (Prime Bidder in case of a consortium) should be ISO 9001:2000 certified evidenced by copy of certificate issued to bidder by respective agencies	In line with the latest in terms of maturity in software development, it is highly recommended for having additional qualifying criterion of SEI CMM Level 5 for the prime bidder.	Condition remains unchanged
18		6 4 Pre Qualification Criteria Bullet ii & iii	We completely agree with the requirement of Financial turnover of 750 crores for the prime bidder as this project requires an organisation which is financially strong and is able to invest in the project. However, the project has lot of IT components and shall involve participation of more than one company as a single bidder (consortium) and hence it is requested that the requirement for turnover of Rs. 100 in past two years from IT/ITES projects should be requested from the Consortium as a whole rather than from the prime bidder. We understand that this will allow the department to obtain more competitive bids from consortiums that are financially sound and at the same time technically competent. Similarly other requirements like ISO certification etc. should be requested from the consortium rather than prime bidder for the reasons cited above.	Condition remains unchanged
19	7 of 25 and page 21 of 25	Point V(a), Point 1(m-5)	Indian subsidiary of vendor who meets the criteria should be allowed to enter the bid process, as it enables local presence and jurisdiction. Customer reference and revenue criteria can be covered from parent company. Request you to please consider the same.	Condition remains unchanged
20	pg 6 cl 4i	The Bidder (Prime Bidder in case of a consortium) should have been in operation for a period of at least 5 years as on 31-03-08, as evidenced by the Certificate of Incorporation and Certificate of Commencement of Business issued by the Registrar of Companies;	Kindly confirm if the clause is applicable for the jurisdiction of India i.e. the bidder/prime bidder shall be operational and registered for at least five years in India.	Yes, the clause is applicable for the jurisdiction of India. The bidder(prime bidder in case of consortium) should be in operation in india for a period of at least 5 years

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21	7 of 25 and Page 21 of 25	Point V(b), Point 1(m-6)	Since audited figures for 2008 may not be available in some countries, is it acceptable to produce audited figures for 2007 and/or unaudited figures for 2008. Request you to please consider the same.	Proof of turnover is required for the last financial year <b>OR</b> as on 31.3.2008
22	Page 7 PQ V (b)	Should have had a turnover of not less than Rs. 45 Crores or USD 10 million from Biometric Services in last financial year or as on 31-03-2008,	ITD is requested to allow SP/BSP to participate with Biometric Services totaling USD 2.2 million or INR 10 Crs in any 1 (one) year during last 3 financial years. Financial year could be upto 31 December 2008	Condition remains unchanged
23	pg 7 cl 4 (v) c	BSP Should be legally allowed to implement and deploy the proposed multimodal biometric identity solution (including underlying algorithms) for next 10 years evidenced by relevant documents.	Would request you to kindly elaborate on the clause and type of acceptable legal documents which would be required to evidence the same...	If IPR of multimodal biometric solution ( including underlying algorithms) is owned by BSP then proof of IPR could be attached. In case of IPR not owned by BSP, a Project specific agreement without commercials could be signed between parties clearly indicating rights in favor of BSP to implement and deploy the proposed multimodal biometric identity solution (including underlying algorithms) for next 10 years. In both cases the document has to be notarized/certified in the country where document is signed.
24	Pre-Qualification Criteria - Section point (v) c of section 4, Page 7 of 25	Should be legally allowed to implement and deploy the proposed multimodal biometric identity solution (including underlying algorithms) for next 10 years evidenced by relevant documents	Please elaborate on the documents desired to conform to this requirement.	Pl. refer to response number 23.
25	7 of 25 and Page 22 of 25	Point V(d), Point 1(m-8)	For government customers (most biometric installations of such size are government customers across globe) does the customer letter need to be notarized/certified ? Will it be acceptable to consider a letter from the customer only ?	Not Accepted. Condition remains unchanged

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26	Page 7 PQ V (d)	Should have at least one present installation where their solution is deployed on multi-modal biometric platform in 1:N matching way. Page 23 Confirmation to conduct a POC with "near-live" conditions as part of the tendering process and also indicate typical lead time for conducting POC at any technically equipped institution in India and typical calendar time period that would be required for POC exercise.	Multimodal biometrics is a recent development and some SP/BSP may not have implemented such solution as yet - even though the technology is ready. Hence ITD may allow SP/BSP option either to provide reference at stated in PQ or demonstrate POC at the tendering stage of EOI itself in order to qualify.	Not Accepted. Condition remains unchanged
27	Page 8 of 25 / 1. Overview	There are approximately 2400 front offices distributed across 530 cities / towns at present.	We request the tender committee to provide no. of offices, state wise & city wise.	The bidder has to open Minimum one POS in all 530 cities where ITD offices are present, although in major cities, more POS would be required depending on the volume of the work. The list of cities having ITD offices is being provided as part of the response.
28			Would the bidder be allowed to use his existing office infrastructure for 2400 odd locations, which he is currently using for his operations.	Details of expected service levels at POS and minimum infrastructure required for citizen handling would be provided at RFP stage. If existing infrastructure / set up is planned to be used, then a separate portion should be earmarked for PAN related work. This area should meet the requirements for POS which would be provided at the time of RFP.
29	pg 8 cl 1	There are approximately 2400 front offices distributed across 530 cities/towns at present. Both have established nationwide service centers for acceptance of PAN applications,	You are requested to kindly provide a region wise list of front offices along with applications/card issued per front office...	Pl. refer to response number 27. State wise PAN details is being provided as part of the current clarification. Other details would be provided at RFP stage
30	Clause 2/ Page 8	Current Environment	Who are presently responsible for PAN card printing and dispatch?	Existing service providers are responsible for PAN card printing and dispatch. Pl. refer clause 2 of Section 'Current Environment' on Page 8 of EOI document
31	Page 8	Point 2(PAN System of CBDT)	In the present scenario in what way the data transferring is taking place through UTI/NSDL	Flat file based data exchange mechanism is followed in the current environment for exchanging the information between two systems

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32	pg 9 para 1	RCCs are located in different regions of the country. The RCC sends a PAN allotment request to the National Computer Centre (NCC) at New Delhi. A duplicate check program runs at NCC and allots PAN if no existing PAN is found, or reports an existing PAN to the RCC. For duplicate PAN cases, RCC resolves manually on case to case basis.	Kindly advise if existing PAN issuance application will be used/ provided by the department or new vendor...	The concerned paragraph relates to PAN allotment procedure followed by ITD. The bidder has no role to play in this process.
33	pg 9 para 2	The current application has undergone change and all the RCCs databases area being merged in a centralized system. At present, the consolidation activity is on-going and is expected to get completed by beginning of 2009.	We understand that the legacy data will also have to be incorporated in new database to conduct textual search/verification while issuing new card. As per EOI document, the current database hold approx. 7 crore records. Can you please advise: <ul style="list-style-type: none"> <li>· Total size of the complete database</li> <li>· Size per record</li> </ul>	Database size is 25 GB for approximately 7 crore PAN cards
34	Page 15 (Indicative load); Page 22 (Technical particulars to be provided by the bidder); Page 9 (last para of "PAN system of CBDT")	Total registered PAN records – in relation to the treatment of existing records in the tentative solution proposed	<ul style="list-style-type: none"> <li>· Total registered PAN cards are 7 crores and since PAN cards have life long validity as of now – does DIT have a view on whether or not these should be processed through the proposed biometric applications solution?·</li> <li>How and at what stage in the process does DIT plan to enroll old PAN card holders into new biometric based PAN system?</li> </ul>	Enrollment of existing PAN card holders into the biometric PAN system would be optional / voluntary. The modus operandi of attracting the existing PAN holders into the biometric systems would be shared and discussed with selected bidder.

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35	Page 9	DIT uses in-house developed software programs to match the information in PAN application forms with existing PAN holders' information. While most of the applicants who are existing PAN holders are found in this manner, some do not get detected due to various reasons which include variation in the ways a person can give his personal information	May we know the fields by which you would be searching for the duplication entries in the existing database?	This can be discussed with selected bidder
36	PAN System of CBDT - Section 2, Page 9 of 25	The department, to begin with, intends to collect biometric information of only prospective PAN applicants and of intends to collect biometric information of only prospective PAN applicants and of existing PAN holders who apply for re-issue of cards. During the course of the project, old PAN card holders would also be enrolled into the new biometric based PAN system.	Can we assume that for initial sizing only the new applicants of biometric PAN card shall be considered? The system may be scalable to add capacity to handle "backlog" of existing applicants, if required. Can it be assumed that SLAs shall be applicable for only new applicants?	Pl. refer response 34 and SLA shall be applicable to all applicants coming on Biometric PAN card system.
37	pg 10 cl 1	Overview of Requirements	Kindly advise: · Number of cards issued in last few years per year basis · Number of voice & e-mail/web calls logged per day at the call centre	Detail of state wise PAN issued is being provided as part of this response. Other details would be provided at RFP stage
38	Page 10 (Overview of Requirements)	Operation model	We understand that operations and maintenance is for 5 years post implementation. As for operations, does DIT plan for the vendor to hand over after 5 years – or does it have continuous operations in mind?	Pl. refer response 12(b).

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39	Page 9 (Current environment, last para) and Pages 10,11,12 (Scope of work)	Infrastructure build-up supplemental to existing one?	Should the bidder assume any of the existing infrastructure (front offices, call centers, etc.) and equipment (central processing systems, printing systems, etc.) of M/s NSDL and M/s UTITSL can be available for use by the bidder? Or should the bidder build solution supplemental to the existing ones?	The Bidder has to make their own arrangements for providing desired end to end services planned for the project.
40	Page 10 of 25 / 2.1	Setting up of POINT OF SERVICE ( POS)	Can we share the office Infra of POS for other services related to our Business ?	Pl. refer response 28
41	Clause 2.1/ Page 10	The bidder shall Setup the Fixed Points of Service (POS) locations within country as per the list of locations.	Can we use our POS offices for our other business activities as long as PAN services meet the objectives?	Pl. refer response 28
42	Page 10, Section 2.1		List of Locations to set up Fixed POS	Pl. refer response 27
43	pg 10 cl 2.1	The bidder shall setup the Fixed Points of services (POS) locations within country as per the list of locations. The bidder will be responsible for entire setup for POS. the bidder shall also provide staff in sufficient numbers to man the PAN application counters (PAN application related services (New/Renewal), reception/enquiry, token issuance etc.) at POSSs.	Kindly advise if POS would be location at similar locations where it is currently situated & space would be provided by Department, will that be on chargeable basis. Also advise if the setup would include only IT infrastructure or laying down physical infrastructure like chairs, queue management system, ceiling etc. Kindly also advise if any component of the existing system will be available to be utilized in new system.	Pl. refer response 39.
44	Scope of Work - Setting up of Point of Service (POS), section 2.1. Page 10 of 25	Service time is specified as 30 minutes	Does this service time include waiting time, if not what is the SLA on max waiting time	Pl. refer response 39. Waiting time prior to start of service at first window / counter is excluded.

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45	Scope of Work - Setting up of Point of Service (POS), section 2.1. Page 10 of 25	Service time for new request is 30 minutes	Are there service time SLAs for other type of requests also?	The referred clause for clarification does not speak of new request only. Other required details would be provided at RFP stage.
46	Page 11, Section 2.1		Bidder has to propose the Fixed/Mobile POS ratio and SLA for Mobile POS? Will it be a vetting criteria?	As part of EOI response, bidders are required to submit a strategy for Fixed/Mobile POS ratio. It will not be a vetting criteria.
47	Setting up of Point of Service(POS) - Section 2.1, Page 11 of 25	The bidder should also propose the SLA for mobile POS.	Can we assume that Mobile POS service may be considered for only physically challenged individuals and senior citizens. This can be at a different charge and SLAs are not being applicable for these types of transactions.	Pl. refer response 46. Details would be provided at RFP stage.
48	11	SOW	What is the proposed ratio of Fixed POS and mobile POS to address load in effective manner within stipulated SLA? What assumptions should be taken into account regarding SLAs?	Pl. refer response 47.
49	11	2.2 Design/Customize Multimodal Biometric Solution	Will the Department confirm that the bidder shall scan a maximum of four (4) pages for the application and proof documents, to be stored as part of each enrollment's permanent record? These pages being: two (2) for Form 49A, one (1) for proof of identity, and one (1) for proof of address.	Bidder shall scan application as well as associated proof documents for identity and address. The number of pages may vary depending on the type of proof documents.
50	Clause 2.2/ Page 11	The maximum time limit for identity resolution activity for a PAN application is 16 hours.	Time taken for processing at present I Tax setup (for checking of duplicate case ) may be intimated to arrive at time available for SP at its end.	Pl. refer clause 2.2 of 'Scope of Work' section. 16 hours is the time limit for Multimodal matching at Bidder's data center. Time taken for processing at present I Tax set up has no relevance for arriving at time available for SP at its end.
51	Page 11	Digital image of Application & Proof Documents	Are you going to use these scanned copies of proof for some other purpose or just for only reference?	scanned copies would form part of record management and would be referred in case of any dispute
52	pg 11 cl 2.2 bullet 2	The maximum time limit for identity resolution activity for a PAN application is 16 hours.	Kindly advise if the window of 16 hours is from the time applicant submits his application at PAN office OR from the time the application reaches the database...	16 hours is time window when application reaches the database.
53	Design/Customize Multimodal Biometric Solution - Section 2.2, Page 11 of 25	Propose various soft biometric techniques to improve the efficiency of 1:N multimodal biometric search.	Please let us know your views on the specific biometrics that you may like the solution provider to consider, keeping in mind the permanence and accuracies of the same. Gender Age Height Color of Eye Ethnicity ...	As part of EOI response, bidders are required to submit a strategy for Soft Biometric techniques which can be used in the project. (Refer page 11 clause 2.2 of scope of work)

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54	pg 11 para 2nd last	Provision for storage of PAN related data in their native form in secured database at a location identified by ITD	Kindly confirm if this storage device would also be under the preview of vendor....	Storage of images in their native format would be at ITD location as identified by DIT. Vendors should ensure the fail-safe secure transmission of image data to this ITD location. Other required details would be provided at RFP stage
55	Page 10,11, Section 2.1, 2.2		Our understanding is that Identity Resolution Activity is not part of Application Processing. Because if it is so then the SLA asked for both these activities are not synchronized as SLA for Identity Resolution is <=16 hrs and for Application Processing <= 30 min. Can you elaborate on Application Processing?	So far as time of 16 hours is concerned, pls refer to response 50. As regards time of 30min for application processing, this time refers to the time to be taken from start of the activity at the first counter till the applicant leaves the POS.
56	Page 12, Section 2.3		Shall DRC be tier iii as well?	It would depend on bidder strategy
57	Page No 11 / 2.3	Establishment Of Data centre		ITD will not engage itself in providing any DC or DR space to bidder and its management. The bidder has to manage DC and DR requirements for running their solution as per stipulated standards.
58		Whether Data Centre will be at customer's premise or at Bidder's premise?		
59		Who will take approvals for electricity etc?		
60		On which floor is Data Centre space available?		
61		Whether there is a separate space to house DG?		
62		Specify the structural floor load bearing capacity ( in Kg per square meter of each floor of the facility used for data centre operations		
63		Specify the column spacing of the facility		
64		Specify the type of roof , its age and condition		
65		Specify the data centre ceiling height ?		
66		Generator Backup required?		
67		Permission taken to store Diesel for the generator sets ?		
68		Permission / NOC taken from Fire Dept?		
69		Permission from the City Survey / Industrial Development Authorities ?		
70		Specify the UPS System design required ?		

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71		Specify the Battery backup time required at full load?		
72		Does the Facility req Lightening protection		
73		Specify the manufacturer and system type for facility monitoring and control required?- Electrical		
74		Specify the required surveillance Camera Features		
75		Specify the required surveillance Camera recording and monitoring duration		
76		Specify the required retention period for Video Tape or Digital Surveillance		
77		No of Racks required in Data Centre		
78		Expansion Plan in next six months		
79		Expansion Plan in Next 5 years		
80		Who is the Telco Service Provider ?		
81		Does customer requires a NOC?		
82		Whether BMS / NOC have to be in separate or one room ?		
83		Please provide the Architectural diagram of current setup for better understanding of Setup including all network device		
84		How are you planning to replicate Data between primary site and DR Site ? Using application based replication tool or storage based replication tool ?		
85		If SAN based DR replication , configuration of SAN Box , PR and DR site		

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86		What would be rate of Data change at primary site in an hour?		
87		What is the type of Data to be replicated from Primary to DR site		
88		What would be network bandwidth required between primary and DR site?		
89		What is expected Recovery Point Objective?		
90	pg 12 cl 2.3	Establishment of Data centre, DRC & Business continuity site	Kindly advise · if there are any preferential location/city for DC, DRC & BCP. · Would the space be provided by Department	Pl. refer to response 57
91		12.2.3 Establishment of Infrastructure	A Tier III Data Center is defined as having multiple active power and cooling distribution paths (only one path active) with redundant components and is concurrently maintainable, providing 99.982% availability. Shall the Disaster Recovery Center (DRC) also to be established as a Tier 3 DC?	Pl. refer to response 56
92		12.2.3 Establishment of Infrastructure	Does the Department prefer retaining the DC and DRC locations in Delhi and Chennai, or may bidders assume that preferred locations could be within the least active seismic zones. for example, Hyderabad and Bhopal?	Pl. refer to response 57
93		12.2.3 Establishment of Infrastructure	What is "Proper connectivity of POS"? Will ITD be able to provide this -- are there any regulations associated with the same?	ITD will not engage itself in providing any network / connectivity required for POS. It would be dependent on bidder's solution architecture, network architecture required to run the solution. Bidder should submit tentative network architecture as part of EOI response
94	Clause 2.4/ Page 12	Integration with existing System	Besides the exchange of new applicant's PAN data (49A) is there any other data exchange desired from SP's system to I Tax's present system?	At present Form 49A and biometric details are minimum requirements to be exchanged with I Tax system. The final integration requirement would be shared with the selected bidder. In EOI response, bidder is expected to indicate high level integration strategy.

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95	pg 12 cl 2.4	Integration with existing PAN issuance application of ITD	As the system would require integration with existing infrastructure, kindly advice details of the same including Application & solution architecture, project layout, data centre, data structure, matching system etc.	At present, Flat file based data exchange mechanism is followed in the current environment for exchanging the information between two systems. In EOI response, bidder is expected to indicate high level integration strategy along with solution architecture, network architecture etc. Further details on integration requirements would be provided as part of RFP.
96	Integration with existing PAN issuance application of ITD - Section 2.4, Page 12 of 25	The bidder should provide Integration with the existing PAN issuance application system of ITD. The proposed solution should integrate with the existing application	Please provide the high level details of the architecture of the existing ITD application and the interfaces so as to suggest suitable Integration	Pl. refer to response 95
97	Scope of Work - Integration with existing PAN issuance application of ITD, section 2.4. Page 12 of 25	The bidder should provide Integration with the existing PAN issuance application system of ITD.	Please provide technical architecture and interface details?	Pl. refer to response 95
98	12	2.4 Integration with existing PAN issuance application of ITD	We would like to request an Integration Control Document to be sure we are able to integrate with ITD's existing application. We request you to kindly provide the same.	Pl. refer to response 95
99	12	2.4 Integration with existing PAN issuance application of ITD	Will the Department clarify whether the two documents listed in this section, "Integration Architecture Document" and "Technical Document for using Libraries/Integration APIs", are to be submitted by the bidder in the EOI response. If not, we request that these documents be provided to IL&FS in formulation to our response to the integration requirements.	Pl. refer to response 95.
100	Printing and Dispatching of PAN Card – Section 2.5, Page 12 of 25	The bidder is responsible of delivery of PAN Card at Applicant's address and updating of delivery status in the system.	Please clarify whether the postal charges are to be borne by the service provided and included in the application fee? Can we assume that an applicant can apply for a biometric PAN card only at a POS located in the city/town of his normal residence?	Postal charges for dispatching PAN cards would be borne by Bidder. With reference to 2nd part of clarification, there cannot be any such assumption.

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101	Page 13	The call center application, SMS PAN status check and web based tracking should provide a unified view of end user queries /their status to the stakeholders	Do you have any existing infrastructure (like PBX, Phone line connectivity etc)? Or Do you need to us to install from the scratch?	The bidder has to plan for the call center infrastructure in total.
102	12	2.6 Establishment and Management of Call Centre	Will the department provide the space and connectivity for call centre? What is the expected call volume per day? This call volume information is important as the SLA requires the call to be picked up in 3 rings.	Call centres would be owned and operated by bidder. The requirement details for the same shall be provided as part of RFP.
103	Page 13 of 25 / 2.8 Deployment of Manpower	The bidder should provision adequate manpower for manning the call center	We request the tender committee to please suggest whether Income tax Department requires dedicated manpower to perform different activities at POS. sla based service we will provide.	Dedicated manpower at POS location would have to be provided by the bidder.
104	Page 13	Point 2.9(Operation & Ongoing Maintenance of entire system	As this project is for 5 years mean there is possibility of MNIC project to coming up and replacing this PAN card, so in that case what will be the state of this existing project.	No comments
105	pg 13 cl 2.9	The call center application, SMS PAN Status check and web based tracking should provide a unified view of end user queries/their status to the stakeholders.	Does SMS PAN status check also be the part of the solution from Vendor...	Yes
106	14 of 25 point no.1	The biometric engine should be „standards based and key features should include; score based matching, matcher abstraction, security, vendor neutrality and scalability	Does "Matcher Abstraction" means Template Extraction by the matcher ?	Matcher abstraction for PAN project means the ability to easily plug in new matching algorithms from alternative suppliers or upgrades from same supplier, without affecting other aspects of the system and it should be modal independent.
107	Important Aspect of Desired Solution; 1. Biometric Solution ( first point) page 14 of 25	The biometric engine should be „standards based and key features should include; score based matching, matcher abstraction, security, vendor neutrality and scalability	Vendor Neutrality at what level ? 1> At matching level 2> At minutia Exchange Level 3> At data Exchange level	Vendor Neutrality is required at the entire solution level and not just on matching level

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108	Important Aspect of Desired Solution; 1. Biometric Solution ( second point) page 14 of 25	It has been decided to capture biometric scan of four fingers (Two of each hand) and face of applicant for the biometric solution for PAN cards.	The option for the customer of selecting which two fingers from each hand is required or not ?	No. The selection sequence for the two fingers from each hand would be provided as part of RFP.
109	Important Aspects of Desired Solution – Biometric Solution – Section 1, Page 14 of 25	The biometric engine should be standards based and key features should include; score based matching, matcher abstraction	Please consider deleting the part on “Score based, matcher abstraction” as these are not specific.	Not Accepted.Condition remains unchanged
110	Important Aspects of Desired Solution – Biometric Solution – Section 1, Page 14 of 25	The fingerprint biometric shall include plain impression of the data collected from a minimum of four fingers	It is highly recommended that plain print impressions of at least six and preferably all ten fingers are captured. This is keeping in mind the size of the data base and accuracies desired. Please let us know your views on mandating the same.	Not Accepted.Condition remains unchanged
111	Important Aspects of Desired Solution – Biometric Solution – Section 1, Page 14 of 25	The solution should be able to cater to situations ... children, technological limitations, etc	Please clarify on the need to capture biometric data for children?	As there is no restriction on age of a PAN card holder, It is desired that system should handle capturing biometric images of children also. The bidder is expected to provide strategy in EOI response for handling the same.
112	Important Aspects of Desired Solution – Biometric Solution – Section 1, Page 14 of 25	... The solution should allow the system to automatically generate templates on demand for using other algorithms or to evaluate new algorithm performance on stored data.	Please elaborate on this requirement to automatically generate templates.	The solution should have the capabilities of re-generation of Templates from original image in case of any future eventuality
113	Important Aspect of Desired Solution; 1. Biometric Solution ( fifth point) page 14 of 25	The solution should allow the system to automatically generate templates on demand for using other algorithms or to evaluate new algorithm performance on stored data.	Will other algorithms be required from same vendor or a case of multi vendor matching system is possible ?	Same biometric solution provider will have to run different algorithms. Refer to page 7, clause 4 (v) c
114	14	1. Biometric Solution	Please explain the requirement "Biometric data collected should be stored in their original image format." Subsequent requirements allow use of image compression, and another requirement is for all data to be stored in encrypted format. We believe that any transformation of data would alter the "original image format."	The image has to be stored in native as well as compressed format. The native image would be used in case of any legal proof to be produced in future date, It would also be used in case of re-generation of template if required in future. The compression of image should be loss-less.

Response to Queries for Biometric PAN Project

S.No.	EOI Document Reference(s) / page)	Content of EOI requiring Clarification	Points of Clarification required	Response
115	Page 14	Failure to enroll using one mode because of physical disabilities or other reasons should be addressed. The handling of persons who are unable to enroll with any or no biometric (either at enrolment or in operation) should be supported in a secure manner	is ITD expecting some other biometric technology using which we can enroll the physically disabled persons?	The bidder is required to suggest a suitable strategy to handle cases of physical disabilities without altering biometric modes mentioned in EOI.
116			We understand that this project shall be rolled out in phases, can we have some clarity and details on your deployment and implementation plan.	The details would be provided at RFP stage
117	Page 15 (Indicative load)	Assurance on numbers	There will be appropriate drives or campaigns required to safeguard these numbers (to ensure 1.2 Crore new registrations happen per year). Will DIT conduct these drives/campaigns to ensure these numbers?	The issue of drive / campaigns to be undertaken by DIT would be considered later at appropriate stage.
118	Clause 3/ Page 15	Indicative Load	We would like to have some estimate of present and expected PAN applicants at different cities to plan network architecture.	Pl. refer response 27, 28 and 29.
119	Clause 3/ Page 15	Indicative Load	What is expected volume of PAN cards to be issued over next 5 years, year-wise?	The bidder may have his own estimate taking into account the PAN cards issued in last two years, which figures are available as Response 28
120	Page 15	Point 3 (Indicative Load)	Can we have our own model of giving services	The bidder is requested to provide his own model as part of EOI response.
121	Important Aspects of Desired Solution - Indicative Load – Section 3 , Page 15/25	Indicative Load	Please provide load details for other types of requests (like reissue etc ) also	The details would be provided at RFP stage
122	Important Aspects of Desired Solution - Indicative Load – Section 3 , Page 15/25	Time limit of issuance process per new PAN card: 20 days	What are the time limits for other type of requests?	The details would be provided at RFP stage
123	General Query		What percentage of PAN holders are expected to be male/female? What is the age group break down?	The details would be provided at RFP stage
124	Interoperability – Biometric Devices – Section 4.1, Page 15 of 25	The bidders should design the solution in a way that interoperability can be achieved between multiple acquisition devices	Each device may have its own APIs and hence some customization may be required. Please let us know your views	ITD is looking for entire solution to be implemented as per the requirement. Any customization required would have to be taken up by service provider

S.No.	EOI Document Reference(s) / page)	Content of EOI requiring Clarification	Points of Clarification required	Response
125	Page 15	4.2. Algorithm: The proposed solution should Support for different/multiple matching algorithms and biometric type, which could be added in the future, if required. The bidder should design the solution in a way that interoperability can be achieved for multiple biometrics and matching algorithms	The Solution would support multiple vendor biometric sensors capable of giving fingerprint images in standard image types (BMP, WSQ). However each Biometric Vendor have their proprietary way of converting the minutiae from the finger print image. . In addition to the proprietary minutiae, they also support converting the image captured to standard minutae like ISO format. The Biometric vendor use the minutiae for doing verification. The Solution being proposed will be using proprietary minuteae for matching the performance SLA.	The solution proposed should be vendor neutral and interoperable between multiple biometrics and algorithms. The solution should not be proprietary.
126	Desired Features of Biometric Related Components – Standards Compliance – Section 6.1, Page 16 of 25	ANSI/NIST-ITL 1-2000 Standard "Data Format for the Interchange of Fingerprint, Facial, Scar mark & Tattoo (SMT) Information";	ANSI/NIST-CSL1-1993 "Data Format for the Interchange of Fingerprint Information" is given on Page 17 of 25 in Data Format. Are these different please?	ANSI/NIST-CSL1-1993 should be read as ANSI/NIST-ITL 1-2000 on page 17. This is minimum required standard. The exact standards would be finalized at the RFP stage.
127	Page 16. Item 5.	Flexibility The solution should be provided on vendor neutral hardware and open device	The solution should support hardware from multiple vendors. However the SP / BSP are at liberty to offer their solution with preferred hardware.	Yes. The choice of device depends on SP / BSP but the solution should be provided on vendor neutral hardware and open device

S.No.	EOI Document Reference(s) / page)	Content of EOI requiring Clarification	Points of Clarification required	Response
128	pg 16 cl 6.1	<p>For standard biometric interfaces and to provide interoperability between biometric components and subsystems, the BioAPI 2.0 specification which defines a standardized interface for using biometric devices, algorithms, and archives shall be adhered to. The objective is to provide complete flexibility with respect to biometric devices, algorithms, modes (fingerprint, face) and other related components.</p> <p>6.1. Standard compliance ICAO NTWG Biometrics Deployment of Machine Readable Travel Documents, Technical Report, version 2.0,05 May 2004. ISO/IEC 19794/4:2005, Biometric Data interchange formats-part 4: Finger image Data. ANSI/NIST-ITL 1-2000 Standard "Data format for the interchange of fingerprint, facial scar mark &amp; tattoo (SMT) information"; FBI: Wavelet Scalar Quantization (WSQ). ANSI INCITS 358-2002, Bio API Specification, <a href="http://www.bioapi.org">http://www.bioapi.org</a>. ISO/IEC 15444-Information Technology-JPEG image coding system. Fingerprint image quality, NISTR 7151, August 2004.</p>	<p>The lead paragraph in section 6 calls out BioAPI 2.0, however, the bullet under 6.1 calls out ANSI INCITS 358-2002, which is BioAPI v1.1. BioAPI 2.0 is ISO/IEC 19784-1. Which is intended/required?</p>	<p>BioAPI 2.0 standards are required in the solution. This is minimum required standard. The exact standards would be finalized at the stage of RFP.</p>
129	pg 16 cl 6.1		<p>The 3rd bullet of 6.1 calls out ANSI NIST-ITL 1-2000, however, section 6.2 (data format) calls out a much older predecessor (ANSI/NIST-CSL1-1993). Kindly advise We recommend to go with the 2000 version which is also being used by Interpol</p>	<p>Pl. refer response 126</p>

Response to Queries for Biometric PAN Project

S.No.	EOI Document Reference(s) / page	Content of EOI requiring Clarification	Points of Clarification required	Response
130	pg 16 cl 6.1		<ul style="list-style-type: none"> <li>The 5th bullet under 6.1 calls out ISO/IEC 15444 as JPEG, however, 15444 is JPEG2000. (We understand that ISO/IEC 10918 is JPEG). We suggest both be called out unless there is any specific preference. Generally, most cameras output JPEG.</li> </ul>	<p>The bidder can suggest both the formats. The bidder should also suggest limitations, if any, in terms of licensing, proprietary ownership, roadmap etc. This is minimum required standard. The exact standards would be finalized at the RFP stage.</p>
131	pg 16 cl 6.1		<ul style="list-style-type: none"> <li>The ICAO NTWG biometrics report has been replaced with ICAO 9303, Machine Readable Travel Documents (Part 1, Vol 2). Kindly review the same.</li> <li>In addition to ISO/IEC 19794-4 (finger image), ICAO 9303 also calls out ISO/IEC 19794-5 for facial data. Hence we recommend this be added to the list of required standards</li> </ul>	<p>This is minimum required standard. The exact standards would be finalized at the RFP stage. Your suggestions would be considered at RFP stage.</p>
132	Desired Features of Biometric Related Components – Standards Compliance – Section 6.1, Page 16 of 25	For Standard biometric interfaces and to provide interoperability between biometric components and subsystems, the BioAPI 2.0 specification ... ANSI INCITS 358- 2002, Bio API Specification, <a href="http://www.bioapi.org">http://www.bioapi.org</a> .	ISO/IEC 19784-1:2005 is also known as BioAPI 2.0 while ANSI/INCITS 358-2002, known as BioAPI 1.1. Please clarify whether compliance is desired for BioAPI 2.0 (International Standard) or BioAPI 1.1 (American National Standard)	Pl. refer response 128.
133	16	1. standard compliance	The ANSI/NIST-ITL 1-2000 Standard "Data Format for the Interchange of Fingerprint, Facial, Scar mark & Tattoo (SMT) Information" is required. Yet under section 6.2 Finger Print, the required data format is specified in ANSI/NIST-CSL 1-1993. This bidder notes that the current standard is ANSI/NIST-ITL 1-2007 and it specifies additional biometrics formats in support of the Department's multi-modal initiative. Shall the bidder assume that the Biometric PAN Project must adhere to the latest international standards for system interoperability¼ that being ANSI/NIST-ITL 1- 2007?	Pl. refer response 126.
134	Page 16,17,18	Point 6.2(Finger Print ), Point 6.3 (Facial)	For the three things namely Photo, Fingerprint & Facial will ICAO Standards required for data capturing, storing and printing.	This is minimum required standard. The exact standards would be finalized at the RFP stage.
135	Finger Print – Fingerprints Image Quality – Section 6.2, Page 16 of 25	Electronic images must be of sufficient quality to allow for: ... fingerprint classification ...	RFP may not mandate the need for classification.	The issue would be decided at RFP stage

S.No.	EOI Document Reference(s) / page)	Content of EOI requiring Clarification	Points of Clarification required	Response
136	Page 17.	Compression and Data Format § The average compression ratio applied shall not be greater than 15:1.	As requested during the pre-bid conference on Feb 4, kindly exclude this limitation as there technologies available which can provide the solution with greater compression ratios	The Bidder is free to propose better technology provided it supports loss less compression
137	Finger Print – Fingerprints Compression and Data Format – Section 6.2, Page 17 of 25	The average compression ratio applied shall not be greater than 15:1	This may not be relevant as loss-less compression is mandated earlier in the EOI and these compression ratios are generally for lossy compression of fingerprints using WSQ	Pl. refer response 136
138	Finger Print – Fingerprints Compression and Data Format – Section 6.2, Page 17 of 25	NOTE: Because different Fingerprint Information Standards use minutiae and potentially use other features extracted from the finger image to improve speed and performance, interchange shall be accomplished using finger images, not minutiae data, so that the best possible matching performance can be achieved.	Please elaborate on where interchange of fingerprint information (between heterogeneous systems) is required?	The bidder is required to design a solution where interchange of information is possible to any other internal or external entity in future.
139	Finger Print – Fingerprints Minutiae Extraction and Other Features – Section 6.2, Page 17 of 25	For the purposes of one-to-one verification of an individual's identity ...	This may be deleted as there is no requirement for one-to-one verification in the application.	Condition remains unchanged

S.No.	EOI Document Reference(s) / page)	Content of EOI requiring Clarification	Points of Clarification required	Response
140	Finger Print – Fingerprints Finger Print Capture System - Section 6.2, Page 18 of 25	<p>...Active Sensor Area : Minimum 10mm X 14mm</p> <p>§ Sensor Area Size : Minimum 200 X 280 Pixels</p> <p>§ Interface to Host : USB/Com Port</p> <p>§ Supported Operating System : Windows XP, Windows 2000 and Linux</p> <p>§ Biometric Template : BMP, JPG, GIFF</p> <p>§ Supported development tool : Active-X (VB), Java Beans for finger image capture &amp; Verification</p>	<p>You may include a requirement for AFIS grade sensor</p> <p>--The platen area suggested very small. A minimum of 1 inch by 1 inch may be mandated</p> <p>--The bulleted point on supported Operating Systems and development environment is vendor specific and not recommended for mandated only for a sensor. Hence, may be deleted.</p>	The Bidder is free to propose a better and vendor neutral technology provided it exceeds the minimum requirements as specified with justification in the EOI response and the same would be considered at RFP stage.
141	18	6.2 Finger print - Finger Print Capture System	The images from such a scanner would be very small, and not consistent with the old NIST standards of 500 by 500 pixels and not consistent with the new NIST standard of 750 by 800 pixels Please confirm the active sensor area and the sensor area size as they appear to be too small to capture an image that is compliant with the Standards listed in section 6.1	Pl. refer response 140
142	Page 18	Point 6.3 (Facial)	The photo to be printed on the card will be colored or black & White	It should be in colored format
143	General		Do we need to put facial image and finger prints both on the PAN card?	Facial image have to be printed on the card. The bidder may provide option for Smart card in their response to EOI. In case of Smart card , the fingerprint details would be stored in card in encrypted format.
144	19	7.1 Card	Will the department look forward to Smart Cards as option in place of plastic cards? Smart Cards are more secure as compared to plastic cards and can also permit offline verification process before processing transactions.	DIT is open to smart cards. Solution should have capability to change to smart cards at a later date. The bidder may provide option for Smart card in their response to EOI.
145	Page 19, Section 7.1		The EOI says "Printed Card with "Custom designed" Transparent Security Image visible under UV Ray / Sun light in angle coated through 0.25 MIL Over-laminate" What does it mean ?	These are minimum security requirements of the printed card.The bidder may suggest their strategy to provide security features on card.
146	General		Is ITD going to keep the hard copy of the proof docs? If yes, how are they going to do the record management?	The bidder would be responsible for storing of proof documents in physical as well as in electronic format. The bidder should design the solution accordingly. The period of storage of hard copy would be part of SLA and would be intimated in RFP.
147	General		What is the current SLA?	Current SLA has no relevance to this project, as new SLAs would be provided for this project as part of RFP.

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S.No.	EOI Document Reference(s) / page)	Content of EOI requiring Clarification	Points of Clarification required	Response
148	General		Will the address verification be done before delivery of PAN cards? If Yes, then is it within the scope of this project.	Verification of applicant's details would be done on sample basis and it would be part of SLAs in RFP
149	General		Is there any extra info, apart from info as per form 49A, to be stored for people whose biometric info cannot be stored for whatsoever reason	The bidder should provide strategy to handle such cases as part of their EOI response
150	General		Does ITD has any specific Technology Preferences	ITD does not have any specific technology preference
151	Page 20 of 25, point no. I(vii)	The details of top management and their professional qualification and experience	Please specify the scope of "top management". Will it suffice to provide details of team involved in the business which is under the bid perview.	Yes. The Bidder should provide the top management that would be involved in the project
152	Page 20	x. Whether the Firm / Company has any widely accepted certification. If yes, furnish details.	Could you please elaborate what you are expecting specifically?	Certification related with project implementation/design/resources e.g. ISO / CMM / PCMM / ISO 20000 / ISO 27000 could be supplied with the EOI response
153	Page 20	xi. Profile of personnel with qualification & experience, who will be assigned to the project.	Is it mandatory that BSP should participate in the project designing & Implementation?	Yes
154	Page 20 of 25, point no. I(xi)	Profile of personnel with qualification and experience, who will be assigned to this project	Since the details required to size the team for the project is not available, it would not be feasible to give this detail. Request you to please consider to delete this requirement.	The Bidder should propose a tentative profiles of managerial personnel (excluding POS personnel) that would be involved in the project. Detailed CVs to be submitted at RFP stage.
155	Page 21 of 25, point no. I(xii)	Details of offices in India and number of manpower with roles proposed in the solution in each location	Since the details required to size the team and roles for the project is not available, it would not be feasible to give this detail. Moreover the team supporting the project maybe based outside of India, hence this may not be relevant from Biometrics service provider perspective. Request you to please consider to delete this requirement.	These details are to be provided for existing offices of bidder in India and currently deployed manpower related with roles proposed in the consortium for each location.
156	Page 22	in pre-qualification criteria ,point. 7	Experience certificate which has to be submitted, can some more details of what kind of projects department is looking for, be provided to us.	The department is looking for customer certificate in respect of projects where the solution is deployed on multi modal biometric environment in 1:N matching way
157	Annexure A, Clause 2/ Page 22	Technical Particulars to be provided by the Bidder.	What is the present procedure to handle PAN for NRIs and children below 12 yrs of age.	In the present PAN issuance process, normal procedure is adopted. Pl. also refer response 111
158	22	2. Technical Particulars to be provided by Bidder	Please clarify the requirement for "Strategy on how to enroll small babies below 12 years".	Pl. refer to response 111

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S.No.	EOI Document Reference(s) / page)	Content of EOI requiring Clarification	Points of Clarification required	Response
159	Page 23 of 25	The bidder ( in case of consortium : prime bidder or member whoever is responsible for multimodal biometric based identity solution) should provide the following particulars along with relevant supporting documentation, point no, iv	Please specify the relevant supporting documents. At this stage, it would be appropriate to provide project details without customer names, as the required permission to use names of government customers may not be feasible at present. Request you to please consider the same.	Condition remains unchanged
160			This is an EOI only and post short listing of vendors a RFP shall be floated. Does it become mandatory for the vendor to participate in the RFP if it participates in the EOI.	The shortlisted bidder would forfeit EMD in case of no-participation at RFP stage
161			As this opportunity has connectivity and data center piece as well, would the telecom service provider be required to become part of the consortium or he can offer his services at back end.	Constitution of consortium is responsibility of prime bidder.
162			Request DIT to define type of connectivity requirement for connecting 2400 POS to DC and DR. We suggest secure connectivity method and only hybrid solution of MPLS and VSAT should be proposed.	The network and security architecture would be part of bidders strategy. Bidders need to submit the tentative architecture as part of EOI response
163	Page 9 2. PAN System of CBDT	During the course of the project, old PAN cardholders would also be enrolled into the new biometric based PAN system.	Is it going to be a Fresh enrollment for old PAN cardholders or just updation of Biometric information?	In case of old PAN cardholders coming for capture of biometric feature the procedure for PAN issuance will remain same as of new applicant.
164	Page 11 2.2. Design/Customize Multimodal Biometric Solution	Provision for storage of PAN related data in their native form in secured database at a location identified by ITD	Please elaborate "native form" of PAN related data?	Native form means storing of biometric related data in their original format without any compression / encryption at location identified by ITD.

S.No.	EOI Document Reference(s) / page)	Content of EOI requiring Clarification	Points of Clarification required	Response
165	Page 12 2.4. Integration with existing PAN issuance application of ITD	The bidder should provide Integration with the existing PAN issuance application system of ITD. The proposed solution should integrate with the existing application without significant modifications to the existing system. This may mean flexibility to be inbuilt in the solution by providing additional database calls / messaging & File exchange etc. Solution providers are required to keep this factor in consideration while proposing the solution o Integration Architecture Document o Technical Document for using Libraries /Integration APIs	"The bidder should provide Integration with the existing PAN issuance application system of ITD." Please provide the details, such as number and type of interfaces, data exchange etc. of existing system both internal and external to ITD?	Pl. refer to response 94 and 95
166	General		Request CBDT to please share the various activities that happen at the PoS	Refer page 10 clause 2.1 of EOI document for POS related requirements.
167	Page 15 3. Indicative Load	The indicative load of the system is as follows. > Peak Daily Volume expected: 100,000 /day > Total Registered PAN records: 7 Crores > New Registration per Year (biometric capture subjects): 1.2 Crores > Time limit of issuance process per new PAN card: 20 days	"Time limit of issuance process per new PAN card: 20 days." On page 11 of the EOI document it states that "The maximum time limit for identity resolution activity for a PAN application is 16 hours." Request CBDT to please clarify why the issuance process is targeted at 20 days when the identity resolution is targeted at 16 hours. Also request CBDT to please share the existing process and timeline details for issuance process of a PAN card.	Pl. refer to response 55. 20 days is the outer limit for time taken from date of receipt of application till the dispatch of PAN card.

S.No.	EOI Document Reference(s) / page)	Content of EOI requiring Clarification	Points of Clarification required	Response
168	Page 15 3. Availability	<p>The solution should be designed for high-availability with no single point of failure and at least 99% uptime and Storage infrastructure design along with replication and backup strategies.</p> <p>1 Availability of PAN Application related services of ALL POS for 10 hrs/day, 6 days a week should be &gt;99%</p> <p>2 Availability of Multimodal Matching systems at DC and DRC should be 100%</p> <p>3 Availability of Security Solution at DC and DRC should be 100%</p> <p>4 Availability of Call center agents at call center for 10 hrs/day, 6 days a week &gt; 99%</p> <p>5 Availability of PAN tracking related services over Internet should be &gt;99%</p>	<p>"2 Availability of Multimodal Matching systems at DC and DRC should be 100%</p> <p>3 Availability of Security Solution at DC and DRC should be 100%"</p> <p>Can CBDT elaborate on the need and driver for a 100% available system? The cost of such a solution may be quite prohibitive.</p>	<p>Bidder should suggest the limitations, if any. There suggestions would be considered at RFP stage.</p>
169	General		Does CBDT have any specific application, OS or hardware platform preferences for the envisaged system?	Pl. refer to response 150
170	General		Would the envisaged system require support for Multiple languages?	No. Only the communication to the PAN applicant would be Bilingual, in English and Hindi.
171	General		<p>Please provide the approximate Users of the system as per the below categories:</p> <p>a. ITD Staff</p> <p>b. Call Center Agents</p> <p>c. External Agencies</p> <p>d. Citizen</p>	The details of user load would be provided at RFP stage.
172	Pg 9 2 PAN System of CBDT		The third bullet on this page references three sites: the PDC in Delhi, A Business Continuity site in Mumbai, and a Disaster Recovery site in Chennai, whereas Page 10, Section 1.1 specifies only two sites; a DC and a DRC. Please clarify this discrepancy and confirm of a third site is required.	Page 9 talks about existing environment of ITD which has three sites. On Page 10, scope of work for new vendor is mentioned and vendor has to set up two independent sites, a DC and a DRC.

S.No.	EOI Document Reference(s) / page)	Content of EOI requiring Clarification	Points of Clarification required	Response
173	Pg 10 2.1 Setting up POS	The first sentence of this section states: "The bidder shall Setup the Fixed Points of Service (POS) locations within the country as per the list of locations."	Please confirm the "list of locations" corresponds to the "2400 front offices distributed across 530 cities/towns at present", as identified under Section 1 on page 8.	Pl. refer to response 27
174	Pg 22 2. Technical Particulars to be Provided by the Bidder		The referenced section does not identify the evaluation criteria to be used by ITD in determining qualified Bidders to be short-listed for the RFP. Can ITD identify the criteria and weightings they will use to evaluate technical solutions?	The Bidder / consortium who would fulfill pre qualification criteria as per clause 4 at page 6 and 7 would be qualified for issuance of RFP
175	Pg 10 2.1 Setting up POS	It is expected that processing of each application including capture of biometric for each applicant not be more than 30 minutes	Please clarify what is meant by "processing" does this include biometric resolution for finger and face mentioned on page 11 of EOI. Would a Bidder's solution that can reduce the enrolment time below the 30 minute specification be favorably evaluated by the ITD?	Processing means enrollment of Applicant including capturing of biometric information. Bidder can provide a better solution for reducing the time of processing, however this is not an evaluation criteria.
176	Pg 11 2.1 Setting up POS	The bidder should propose the ratio of Fixed POS and mobile POS to address the load in effective manner and within stipulated SLA. The bidder should also propose the SLA for mobile POS	Since Section 1.1 of the EOI states that SLAs will be defined in the RFP, please confirm that the bidders suggested ratio of fixed POS and mobile POS and the bidder's proposed SLA for mobile POS are to be provided in response to the RFP, not in response to the EOI	Based on their experience, Bidders shall suggest ratio of Fixed POS and Mobile POS and also SLAs for mobile POS. ITD shall consider these suggestions while formulating RFP for the project.
177	Pg 18 6.3 Facial		Please identify any privacy requirements for capturing the facial image of subjects wearing a veil.	Based on their experience, Bidders shall suggest strategy to handle this scenario
178	Pg 11 Design / Customize		Do you require full database search (100% penetration without filters), in the interest of maximizing accuracy?	It is the responsibility of bidder to design an appropriate solution along with necessary process to ensure that the requirements stipulated in the tender are complied with.
179	Pg 22 2. Technical Particulars to be Provided by the Bidder		Please specify required minimum performance for FAR and FRR	It would be provided at RFP stage
180	Pg 11 Design / Customize		Please clarify if the 16 hours only apply to the identity resolution using biographical information? What is the maximum time given to the solution to perform the multi-modal biometric resolution?	The time frame of 16 hours is to complete both multi-modal as well as biographical matching process.
181	Pg 11 Design / Customize		Please clarify how 16 hrs (mentioned on page 11) required maximum for identity resolution relates to the desired limit of one visit to POS per applicant (mentioned on page 22).	16 hours is the time for back end multimodal matching at data centre and it has got nothing to do with one time visit which is required for capturing of applicant details within 30 minutes at POS.

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S.No.	EOI Document Reference(s) / page)	Content of EOI requiring Clarification	Points of Clarification required	Response
182	Pg 11 Design / Customize		Do we have to use provided photos – supplied by applicant with enrollment form – or are we required to capture live pictures during enrollment?	Live pictures need to be captured for enrollment.
183	Pg 11 2.1 Setting up POS		How many mobile POS stations should be equipped to support customer enrollments for this nationwide project?	Pl. refer to response 176
184	Pg 22 2. Technical Particulars to be Provided by the Bidder		Please define "NRI" and clarify if "DIT" is meant to read "ITD"?	NRI refers to Non Resident Indians.DIT refers to Directorate of Income Tax and ITD refers to Income Tax department. DIT can be read as ITD
185	Pg 18 6.3 Facial	The facial recognition system must "provide search results in a respondent screen.	Please confirm that non-camera based photo search results will NOT be reviewed at POS sites, but rather conducted at the Data Center location(s). If, on the other hand, search results MUST be made available at the POS sites, what is the expected response time for such searches?	Please refer to response 182. Matching exercise needs to take place at Data center. Search need not be available at POS.
186	Pg 22 2. Technical Particulars to be Provided by the Bidder	This section requests the bidder's "strategy for enrolling small babies below 12 years".	Please specify the minimum age at which a person can be enrolled in the system. Please specify what percent of current enrollees are under the age of 12.	there is no minimum age limit at which a person can be enrolled in the system. The information of % below 12 years would be provided to selected bidder after evaluation
187		Eligibility Criteria	The condition that the Prime bidder should have annual turnover of Rs. 750 Crores and net worth of Rs. 50 Crores in last financial year. Is it pertaining to India or outside India as well?	The turnover and net worth of prime bidder would be as per the balance sheet, which would include both operations in India as well as outside India
188			The condition that the Prime bidder should have minimum annual turnover of Rs. 100 Crores in each year during the last 2 financial years (2006-07, 2007-08) from implementation of IT/ITES related projects. Is it pertaining to India or outside India as well?	It pertains to India as well as outside India
189			The condition that the Prime bidder should be ISO 9001:2000 certified. Can any one of the consortium partner have this certification?	The sole bidder / prime bidder in case of consortium should be ISO 9001:2000 certified
190			The condition that one of the consortium partner should have had a turnover of Rs. 45 Crores or USD 10 million from Biometric Services in last financial year or as on 31-03-2008 & should have at least one present installation where their solution is deployed on multi-modal biometric platform (Prime bidder or consortium partner). Is it pertaining to India or outside India as well?	It pertains to India as well as outside India

Response to Queries for Biometric PAN Project

S.No.	EOI Document Reference(s) / page)	Content of EOI requiring Clarification	Points of Clarification required	Response
191			Can there be more than 3 consortium partners?	No
192			Can we add consortium partners within the defined limit at the time of RFP?	No, The consortium cannot be changed after submission of EOI
193			Can we remove a consortium partner at the time of RFP?	No. Pl. refer response 192
194			Can we sub contract part of services to a non-consortium partner at the time of execution with service delivery responsibility of prime bidder?	The details would be provided at RFP stage
195			It is mentioned that the duration of project is for 5 years. a. Is the service provider required to manage POS, data centre, call centre etc. for 5 years only? How will these services after 5 years? b. Is it a BOOT project?	Pl. refer response 12 (b)
196			What would be app. volume over 5 years? a. Is it 6 Cr. cards (1.2 Cr. Per year x 5 years)? b. Would existing base of 7 Cr. PAN card holder also added to the scope of this project?	a. Pl. refer response 119 b. Pl. refer response 34
197			What is commercial model?	Not relevant to EOI
198			Is the service provider required to setup POS terminals at 2400 locations or more? Can these be outsourced? a. What is the ratio of Fixed POS to Mobile POS? b. Is Mobile POS required for complete 5 years or we can plan according to the volume?	Pl. refer to response 27. Issue of outsourcing of POS would be decided at RFP stage The ratio of Fixed POS to Mobile POS, pl refer to response 46. The retention policy of mobile POS would be decided at RFP stage.
199			Can we have a central or regional card printing facility?	This would depend on Bidder's strategy to address the printing requirement.
200			What is expected SLA (in terms of no. of days) for enrolment to card delivery?	Pl. refer response 167
201			Will Income Tax department provide card enrolment marketing support?	Pl. refer response 117
202			Will Income Tax department provide space & basic infrastructure like electricity for fixed POS?	No
203			Will Income Tax department provide MPLS or suitable connectivity from POS to the Data centre?	No.

Response to Queries for Biometric PAN Project

S.No.	EOI Document Reference(s) / page)	Content of EOI requiring Clarification	Points of Clarification required	Response
204			Will Income Tax department provide space & basic infrastructure to build the Data centre & the DR centre?	No.
205	Page: 19, Clause 7.1(i)	Card: Ultra Card (PVC)	Since PVC may not last for 10 years. PAN card should be composite card with combination of PETG & PVC, similar to Indian National ID Card.	PVC is minimum requirement of ITD. Bidder can suggest a better technology as part of EOI response
206	Page: 19, Clause 7.1(iii)	Card Thickness: Min. 0.040" (40 MIL) / 1.02 mm	This is a non-standard card thickness. ISO standard card thickness should be 30 MIL.	This is a minimum requirement. Bidder can suggest a better technology as part of EOI response
207	Page: 19, Clause 7.1 (v)	Print Method: Dye-sublimation / Resin Thermal Transfer/Color Inkjet or Comparable technology	Print Method should be Dye Sublimation / Thermal transfer only. Inkjet printing does not have audit trail, whereas, Dye Sublimation technology provided audit trail of each card produced.	This is a minimum requirement. Bidder can suggest a better technology as part of EOI response
208	Page: 19, Clause 7.1 (vi)	Security Features: Printed Card with "Custom designed" Transparent Security Image visible under UV Ray / Sun light in angle coated through 0.25 MIL Over-laminate	0.25 MIL is non-standard and cannot last for 10 years. Standard Over laminate is 0.5 MIL and above to last for 10 years.	This is a minimum requirement. Bidder can suggest a better technology as part of EOI response
209	pg 11	fixed and mobile POS ratio	Is there any minimum fixed ratio envisaged between fixed and Mobile POS ?	Pl. refer to response 46.
210	2.3 / Page 12	Establishment of Infrastructure	Is department envisaging the connectivity between existing and proposed datacenter, if yes what will be the point of integration ?	Pl. refer response 31. Further details would be provided as part of RFP.
211	2.4 / Page 12	Integration with existing PAN issuance application of ITD	1. Please provide the detailed document for the existing PAN issuance application. 2. Kindly provide the details about the kind of integration required and the objective achieved through the integration	1. Pl. refer to form 49A available on department website <a href="http://www.incometaxindia.gov.in">www.incometaxindia.gov.in</a> 2. Pl refer to response 210
212	2.9 / Page 13	Operations and ongoing maintenance	In case local law and order situation or any other exception doesn't permit to operate POS in particular location how Department would like to handle the exception ?	Issue shall be addressed at RFP stage.

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S.No.	EOI Document Reference(s) / page)	Content of EOI requiring Clarification	Points of Clarification required	Response
213	pg 22	MoU between consortium members	In practical scenario it may not be possible for every OEM to enter into consortium agreement with the System Integrator, we request to relax the requirement of consortium agreement with the teaming agreement	Not accepted. Every OEM is not required to enter into consortium agreement with the SP. It is only the consortium members who will be parties to MOU. Only draft MOU is required to be submitted at EOI stage.
214	Sr # 3, Page 24	we here by acknowledge...	Request to delete the clause. The clause being open ended can create dispute among the parties	Not accepted. Condition remains unchanged
215			Request you to provide the historical data of the PAN issued by the Gol month wise in the last 3 years ( State Wise / City Wise / District Wise )	Pl. refer to response 29
216			Request to provide the data PAN issued by the Gol till date	The information is available in the Point 3 page 15 of EOI document
217			request you to provide the minimum gurantee transaction	No such guarantee can be provided by the department.
218			Request you to provide the mechanism of compensation in case minimum guaranteed transaction doesn't happen	Pl. refer response 217.
219			In case of data security breach what is the liability the service provider will carry ?	these would form part of SLA requirements in RFP
220			In case of data loss what is the liability service provider will carry ?	these would form part of SLA requirements in RFP
221			Whether the quoting of options in technology area will lead to the rejection of the solution?	No
222	pg 5	tender methodology	Pilot implementation was discussed in the Briefing meeting which is not part of the Eoi documentation	Please refer to page no. 5, section 'Tender Methodology'. Pilot is required after bidder is finally selected after techno commercial evaluation
223	pg 6	consortium members	Can Consortium Members other Than Prime Bidders be part of Other Consortium? Kindly confirm.	Yes. Prime bidder can not be part of more than one consortium. But other consortium member can be part of more than one consortium
224	pg 7	consortium members	Timing of Submitting of MoU to be kindly mentioned.	Draft Mou to be submitted as part of EOI response. Final MOU to be part of RFP response
225	pg 8	overview	Maximum Number of Applications processed by one front office per day in the existing system may please be made available to size the front office	The details would be provided at RFP stage

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S.No.	EOI Document Reference(s) / page)	Content of EOI requiring Clarification	Points of Clarification required	Response
226	pg 9	last sentence	Will there be any legislature or timeframe set for old card holders would also to be enrolled in the new system? Kindly confirm.	No. Also pl. refer to response 34
227	pg 10	overview of scope of work	What is the business Model the project is expected to be implemented? (Is it outright supply and service arrangement, BOO, BOOT, PPP or any thing else?) kindly confirm	Pl. refer response 12 (b)
228	pg 11	First point in 2.2	Requirement of Indian Language, please elaborate?	Pl. refer to 170
229	pg 11	2nd last point on the page	Kindly explain "native form"?	Pl. refer 164
230	pg 14	6th point, key ownership	Transfer of Compression Algorithm, kindly elaborate?	The details would be provided at RFP stage
231	4	Lastest time and date for receipt of EOI	We request ITD to kindly extend the last date to at least 3 weeks from releasing the clarifications to the bidders	EOI Submission Date extended till 9th March
232	5	The process also envisages conducting a Proof of Concept(POC) to demonstrate the performance of the Solution and Pilot for a defined period of time. The details of POC and Pilot would be supplied as part of RFP.	We request ITD to consider the demonstration of POC prior to the RFP. However Pilot can be conducted by the shortlisted bidders as part of RFP. This will ensure that the selected bidders have the capability & requisite experience and skills.	Not accepted. Condition remains unchanged
233	5	Considering the wide variety of skills and resources needed to implement the PAN issuance Project, a group of Companies are allowed to come together and bid for this project as a consortium	Kindly clarify that while it is allowed for the group of Companies to come together and bid for this project as a consortium, it is not mandatory.	Consortium is not mandatory.

S.No.	EOI Document Reference(s) / page)	Content of EOI requiring Clarification	Points of Clarification required	Response
234	5	The prime bidder should be the Service Provider (SP) & shall be the prime point of contact between the Consortium members and the Purchaser and shall be primarily responsible for the discharge and administration of all the obligations for this project. The sole responsibility under the contract would be that of the prime bidder only	We request ITD to consider :In case of an arrangement other than consortium among the group of companies, the prime bidder should be the Service Provider (SP) & shall be the prime point of contact for the Purchaser and shall be responsible for the discharge and administration of all the obligations for this project. The sole responsibility under the contract would be that of the prime bidder only to implement and run the solution for the duration of contract.	Condition remains unchanged
235	6	The prime bidder cannot be a member of any other consortium for the purpose of this tender. Participation by Prime bidder to more than one consortium will be considered a disqualification for all concerned consortium(s) applying to this bid	Kindly clarify that ; while the prime bidder cannot be a member of any other consortium for the purpose of this tender, however the Biometric Service provider can be a member/subcontractor to multiple consortiums	Pl. refer to response 223
236	6	The Bidder (Prime Bidder in case of a consortium) should have had a minimum annual turnover of Rs. 100 Crores in each year during the last 2 financial years (2006-07, 2007-08) from implementation of IT/ITES related projects,	Kindly clarify that :  1.Considering the scope of the project which involves collecting the documents from the citizens, process the same and then distribute the PAN cards across the country (through PAN facilitation centers), the reach of the bidders would be a key factor & thus companies i.e vodaphone, Reliance, Bharti Airtel who have wide reach & similar function would be allowed to participate as the Prime Bidder. In view of this, we request the department to consider the necessity of ITES capability as this may not be the prime factor.  2. For convenience of PAN applicants in big cities, ITD shall consider the reach & presence of service centers for acceptance of PAN application for the Prime bidder who is going to run the project across the country for multiple years.	1. Not Accepted. Condition remains unchanged  2. No clarification required.

S.No.	EOI Document Reference(s) / page)	Content of EOI requiring Clarification	Points of Clarification required	Response
237	10	Scope of work :Multimodal Biometric Solution Design, Development/ Provisioning, Customization, and Installation, Data Integration with Existing Systems	<p>Kindly clarify that :</p> <p>1.Since the ITD requirement is to Design, Development/ Provisioning, Customization, and Installation of a Multimodal Biometric Solution &amp; Data Integration with Existing Systems, the BSP(Biometric solution Provider) should have a proven track record of implementing consolidated FUSION Solution &amp; not only FRS, AFIS or Biographic(Text) individually.</p> <p>2. We request ITD to consider the BSP having capability to be interoperable across various standard Biometric Engines.</p>	<p>1. BSP should meet the 'Pre qualification criteria' as per page 7 (v)</p> <p>2. Important aspects of Solution section contains desired features of Biometric solution. Page 15 clause 4 has details on interoperability requirements expected for biometric solution</p>
238	pg 11 /2.2	Design/Customize Multi-Modal Biometric Solution: Subpoint 4 of point 1: • Digital image of application & proof documents	<p>Kindly advise:</p> <p>(i) If the application and proof documents can be scanned at centralized location rather than enrolment centre</p> <p>(ii) Is digital/physical copy is required for approval of PAN application. If yes, is it instantly required or can be provided at later date before approval of application.</p> <p>(iii) Kindly advise if the physical management of PAN application and proof docs is also under the scope of the project.</p>	<p>Bidder is expected to design and Implement end-to-end multimodal biometric solution including physical management of PAN application and supporting documents. The application, supporting documents and captured biometric images should get grouped together to ensure correct linkages of biometric images with image of application &amp; supporting documents.</p>